SBVC’s 2016 Online Student Satisfaction Survey

(1073 responses........percentages indicated are approximate):

How satisfied are you with your online course?

Very satisfied 58%
Satisfied 32%
Neutral 5%
Dissatisfied 2%
Very dissatisfied 2%

Have you taken an online course BEFORE this semester?

73%
27%

Would you take another online course in the future?

Yes 95%
No 5%

Did your counselor speak to you about the advantages and disadvantages of taking an online course?

Yes 23%
No 23%
I did not speak with a counselor about online classes. 54%

If your course had only been offered On-Campus would you have taken it this semester?

Yes 53%
No 47%
Which of the following best describes your primary motivation for taking this course online as opposed to on-campus?

I have work or family commitments that would not allow me to attend an on-campus course 60%
I live too far from SBVC to attend an on-campus course 5%
I have a mental or physical disability that limits my ability to attend an on-campus course 2%
I was unable to find an on-campus section that would fit my class schedule 24%
All of the on-campus sections were full 3%
I needed extra units to be a full-time student 2%
Other 12%

How would you compare an online course to an on-campus course in the level of coursework difficulty?

More difficult 28%
Same 65%
Less difficult 7%

How would you compare an online course to an on-campus course in terms of the time you spent working on the course?

More work 30%
Same amount of work 65%
Less work 5%

How has your online class experience met your expectations?

Much better than I expected 35%
Better than I expected 35%
About what I expected 184 = 20%
Worse than I expected 39 = 7%
Much worse than I expected 7 = 2%
In general, how would you rate the AMOUNT of interaction with other STUDENTS in your SBVC online classes?

Far too much interaction  1%
Too much interaction  3%
About the right amount of interaction  480 = 82%
Not enough interaction  91 = 10%
Not nearly enough interaction  36 = 74%

Please indicate your level of agreement with the following statement:  “I would recommend SBVC’s online courses to a prospective student.”

Strongly agree  57%
Agree 31%
Neither agree or disagree 56 = 8%
Disagree  2%
Strongly Disagree  2%

Please select any option below that describes your preparation for taking online classes (check all that apply):

I visited the SBVC web page for online classes.  80%

I completed the self-assessment on the SBVC web page to see if online classes were for me.  16%

I read the tips on being a successful online student on the SBVC web page for online classes.  31%

I completed the suggested departmental advisories prior to enrolling in the class.  14%

I would have benefited by taking a half unit course on online learning.  5%

I would have benefited by taking a half unit course on Blackboard.  6%

What is your gender?

Male  26%
Female  74%
What is your age group?

15-22 years old  27%
23-30 years old  33%
31-40 years old  19%
41-50 years old  12%
51-60 years old  7%
61+ years old  2%

What is your current work status?

Full-time  41%
Part-time  30%
Work from home full time  1%
Work from home part time  1%
Self Employed (hours vary)  4%
Full-time Homemaker  7%
Unemployed  20%
Retired  1%

Approximately how far do you live from the SBVC campus?

0--5 miles  16%
6--10 miles  36%
11--20 miles  25%
31--40 miles  17%
41--50 miles  13%
51--100 miles  2%
more than 100 miles >1%

How many ONLINE courses are you taking this semester?

1  285  =  47%
2  195  =  30%
3  97  =  13%
4  42  =  5%
5  =  5%
more than 5  .1%
How many courses are you taking this semester (online AND on-campus)?

1 12%
2 20%
3 22%
4 31%
5 9%
more than 3%

How satisfied are you with the student support services (i.e. counseling, tutoring, DSP&S, EPOS...) associated with your online course?

Very satisfied 33%
Satisfied 27%
Neutral 20%
Dissatisfied 2%
Very dissatisfied 1%
Not applicable 17%

How Satisfied are you with the library support services (i.e. databases, online reference librarian, e-books...) associated with your online course?

Very satisfied 33%
Satisfied 32%
Neutral 17%
Dissatisfied 1%
Very dissatisfied 1%
Not Applicable 16%